

E-01345A-08-0172

ORIGINAL



0000106219

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2009 83619

Date: 12/9/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Marian E. Last: Schaffer

Account Name: Marian E. Schaffer

Home: ()

Street: 1 ()

Work:

City: Surprise

CBR:

State: AZ Zip: ()

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: ()

Contact Phone: ()

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

Docket No. E-01345A-08-0172

December 3, 2009

Arizona Corporation Commission
Corporation Division
1300 West Washington 1st Floor
Phoenix, AZ

RECEIVED
2009 DEC 16 P 4:00
AZ CORP COMMISSION
DOCKET CONTROL

Attention: The Five Commission Members:

I am enclosing copies of my June and July electricity bills. Under "cost of electricity" used are 14 items many of which I believe are standard charges that remain the same every month.

All of these items are multiplied by the units of electricity used each month which should remain the same—not to be multiplied by the units of electricity used. This practice is totally unfair. The manipulations of these figures increase the cost of the bill tremendously.

I hope you will give serious consideration to this practice and stipulate that APS make the necessary corrections on their invoices.

Thank you for your attention.

Marian E. Schaffer
Enclosures: 2

Arizona Corporation Commission

DOCKETED

DEC 16 2009

DOCKETED BY	()
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Attached: Bill Dated 7/24/2009
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 12/9/2009

Opinion No. 2009 - 83619

E.01345A-08.0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83751

Date: 12/15/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Diane **Last:** Gara-Weiner

Account Name: Diane Gara-Weiner

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

OPINION OPPOSED - RE: DOCKET NO. E-01345A-08-0172

Customer is opposed to APS proposed rate increase. Customer finds it extremely appalling that APS is seeking an increase in rates while being fully aware of the financial hardships many are facing.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer her comments would be filed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 12/15/2009

Opinion No. 2009 - 83751